

ROUTING AND RECORD SHEET

DDA/REG
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SUBJECT: (Optional)

Thoughts on Reducing Bureaucracy

FROM:

Montgomery L. Rogers
Chief, Africa Division/DDO

EXTENSION

NO.

AF-155-87

DATE

7 May 1987

TO: (Officer designation, room number, and building)

DATE

OFFICER'S
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

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1. EXA/DDA []
7D18 Hqs

MAY 1987

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3. Deputy Director for
Administration

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AF-155-87

08 MAY 1987

MEMORANDUM FOR: Deputy Director for Administration
FROM: Montgomery L. Rogers
Chief, Africa Division
SUBJECT: Thoughts on Reducing Bureaucracy
REFERENCE: DDA 87-0700, dated 1 April 1987

In response to the referenced memorandum, Africa Division convened its mid-level managers for discussions on the topic of bureaucratic stumbling blocks. The managers obtained input from their subordinates prior to the meetings. The topics which were raised have been condensed into a list which is attached as Tab A. Two of the issues were given additional attention, and have been summarized in Tabs B and C. Tab C will be the subject of further official correspondence with the appropriate Directorate of Administration offices. A courtesy copy of this memorandum is being provided to the Chief of Support for Africa Division.


Montgomery L. Rogers

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Attachments:

Tab A - list of topics discussed
Tab B - Credit Union
Tab C - Annuity payments

cc: C/AF/SS


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TAB A

List of topics discussed

--The telephone systems, both black line and secure, don't function well and are too complicated to use. This does not bode well for the "new system" when it is installed in conjunction with the opening of the New Building.

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--The procedure required to obtain final medical clearance after examination by an outside specialist, is a clear duplication of effort. The decision of the specialist should stand on its own.

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--The reliability and maintenance of the WANG computer system is extremely poor.

--There is a need for a Customer Service Center to facilitate resolution of employee's administrative problems, after they have been given the "run-around" by service components. The center could be similar to the one at the State Department.

--There is a need to promote better coordination between elements of the Office of Security and the Protective Service to ensure that visitors can get in and out of the Hqs compound without problems.

--There is a need to address the lack of secretarial continuity at the Hqs. While the DO is an overseas-oriented component, perhaps a cadre of Hqs secretaries could be created.

--The awards process external to the DDO is too lengthy and the rules are not clearly defined.

--Essential services such as payroll, logistics, space maintenance, are all located away from the Hqs compound. This makes direct access to them difficult if not impossible. They should be less insulted from the employees to whom they provide service.

--The Credit Union should devise methods to provide full service even to those employees under cover. Please see TAB B.

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--Allied Maintenance cleaning should be done during evening hours, to avoid security problems and disturbances during work hours, as well as to provide them with the opportunity to do a more thorough job.

--Something should be done to allow better control of the thermostats in the offices.

--Something should be done to reduce/eliminate the "down time" on the copier machines which are so frequently out of order.

--Regulations should be amended to permit Hqs-based Case Officers to have revolving funds for operational purposes, with procedures and controls similar to those maintained in the field.

--The plans to move three of the DDO components into the new building, are not satisfactory. It would be preferable to keep all elements of the DDO in the same building, to facilitate coordination processes.

--The amount of time required to process annuity payments are unacceptable. Please see Tab C.

--Automobiles parked illegally in reserved spaces on Agency premises should be compacted.

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CHRONO *Disse (copy)*

Ho 11 fm -> DCAF

*Pls cover stand
chiefs and see if
we can get some ideas
up to Bill.*

DDA 87-0700
1 April 1987

*I have some
ideas*

MEMORANDUM FOR: Agency Office/Division Directors
FROM: William F. Donnelly
Deputy Director for Administration
SUBJECT: Request for Your Thoughts on Reducing Bureaucracy

1. I know that there is nothing more frustrating than seeing one's day-to-day work impeded by bureaucratic hold-ups. As an Office Director, I had little tolerance for layers of bureaucracy and, in my current position, I would like to do something about it whenever possible.
2. I would like you to give this topic some thought and to send me a specific example of the most troublesome bureaucratic stumbling block you face and your best suggestion for solving it. I cannot promise to handle them all, but each one will receive serious consideration if it is something the Directorate of Administration can contribute toward solving. I want our support to you to be the finest and fastest possible within resources.
3. Please involve your key managers in this effort. Send your thoughts to: EXA/DDA, 7D18 Headquarters.

William F. Donnelly

cc: DDI
DDO
DDS&T

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R E F E R E N C E	<input type="checkbox"/> PLEASE RETURN TO
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	NAME
	TUBE STATION
	ROOM NO. AND BUILDING
<input checked="" type="checkbox"/> PLEASE DESTROY	
FORM 8-71 3291 USE PREVIOUS EDITIONS	(13)